

Welcome to Fort Sam Houston from the Claims Office!

If you have incurred any loss of or damage to your household goods, to alleviate any hardship, we will assist you by processing your claim as quickly as possible so that you can receive any payment to which you are entitled without unnecessary delays.

In order to help us do this and assist you with the submission of your claim, please follow the instructions in the attached Claims Packet and complete the Content List for Loss or Damage to Personal Property. If you have any questions regarding completion of any of the other forms, we will be happy to go over the packet with you.

One extremely important thing to remember and comply with, that cannot be stressed enough, is the proper completion of DD Form 1840R. Please see page 1 of the instructions.

You are also required to submit the documents listed on page 1 of the instructions. If you do not have the documents, please request them from the Joint Personnel Property Shipping Office at 321-4200, Inbound section. If you experience any difficulty obtaining the documents, please let us know.

Please note the following deadlines regarding submission of your claim:

1. DD Form 1840R must be completed and submitted to this office **within 70 days of delivery**.
2. Your claim must be **submitted within two years from the date of** delivery.

Exceptions to our hours of operation are made for those individuals that are at the 70th day and at the two-year mark. We recommend you do not wait until that time.

Thank you for helping us serve you in a timely and professional manner.

Sincerely,

Signed

Claims Judge Advocate